



Direct Debit Request (DDR) Service Agreement

This document provides information regarding the direct debiting of your account.

By signing the direct debit request (DDR) you have authorised us to arrange for funds to be debited from your nominated account. You should refer to the direct debit request and this agreement for the terms of the arrangement between you and us.

Debiting Your Account

The Australian Nursing & Midwifery Federation ACT Branch (ANMFACT) shall debit an amount, varied yearly, as required to meet the ANMFACT membership fee schedule.

Fortnightly direct debits are transacted on the Friday of the Public Sector pay week.

If the due date for payment falls on a public holiday, the payment will be processed on the next business day.

Changes by Us

ANMFACT may vary any details of this agreement at any time by giving you at least fourteen (14) days' notice. This notice may be by email, newsletter or website.

Changes by You

To stop, defer or vary your direct debits you must give the ANMFACT at least seven (7) days written notice. Notice can be given by:

Telephone: 02 6282 9455

Fax: 02 6282 8447

Email: anmfact@anmfact.org.au

Post: ANMF ACT Branch,
PO Box 4 Woden ACT 2606.

Your Obligations

Not all accounts are available for direct debiting through the Bulk Electronic Clearing System (BECS). If you are in any doubt, you should check with your Financial Institution before completing the direct debit request form.

It is your responsibility to ensure sufficient cleared funds are in the nominated account, by the due date, to cover the debit payment due.

It is also your responsibility to check your account statements regularly to ensure debits are taking place by the due date and the correct amount is being debited, to ensure continued membership. You must notify the ANMFACT immediately if there is any error.

If your direct debit fails for any reason an attempt will be made to contact you for further instructions. However, if we cannot contact you your method of payment will be changed to invoicing until otherwise advised.

ANMFACT are charged a fee if the direct debit fails. This may be passed onto you.

Disputes

If you believe that a debit has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting our Membership Officer. We undertake to investigate any dispute and advise you of the outcome.

Confidentiality

All customer records and account details will be kept private and confidential. The ANMFACT will not release any information about your direct debit request to any person or institution other than the member who signed the form and the financial institution cited on the form.